

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for facilitating communications among persons in an enterprise, the method comprising:

defining communities within ~~[[an]]~~ the enterprise;

associating collaborative conversation channels with the communities wherein each one of the collaborative conversation channels is associated with a specific one of the defined communities~~community~~;

providing access to one of the collaborative conversation channels through a user interface, with each one of the collaborative conversation channels having an associated set of message types that is based on a topic of the specific one of the defined communities;

receiving, through the user interface, a request to send a message having a selected message type within a selected one of the collaborative conversation channels; and

sending the message having the selected message type through the selected one of the collaborative conversation channels.

2. (Currently Amended) The method of claim 1 further comprising:

identifying members of a ~~particular~~ specific community; and

providing the identified members with access to one of the collaborative conversation channels that corresponds to the particular community.

3. (Currently Amended) The method of claim 1 wherein each one of the defined community communities includes members with one of a common fortune ~~[[and]]~~ or a common interest.

4. (Original) The method of claim 1 further comprising constructing the collaborative conversation channels in accordance with at least one generic channel type.

5. (Currently Amended) The method of claim 4 wherein the generic channel type is selected from ~~[[the]]~~ a group consisting of an operational channel, a strategic channel, and an educational channel.

6. (Original) The method of claim 1 wherein the set of message types includes predefined message templates.

7. (Currently Amended) The method of claim 1 wherein users obtain an implicit subscription to a collaborative conversation channel by becoming a member of ~~[[a]]~~ one of the defined community communities associated with one of the collaborative collaborative conversation channels.

8. (Currently Amended) The method of claim 1 wherein users obtain an implicit subscription to ~~[[a]]~~ one of the collaborative conversation channels based on information in personal user profiles.

9. (Currently Amended) The method of claim 1 further comprising filtering ~~messages~~ the message received through collaborative conversation channels based on the message type.

10. (Currently Amended) The method of claim 1 further comprising providing filters for filtering ~~messages~~ the message received through ~~[[a]]~~ one of the collaborative conversation channels based on at least one of a community type for ~~[[a]]~~ one of the defined community communities associated with one of the collaborative conversation channels, a channel type for one of the collaborative conversation channels, and a community role for members of ~~[[a]]~~ one of the defined community communities associated with one of the collaborative conversation channels.

11. (Original) The method of claim 10 wherein the filters are pre-configured based on at least one of a pre-configured community and a pre-configured community role.

12. (Currently Amended) The method of claim 1 further comprising providing a predefined set of message types based on at least one of a community type for ~~[[a]]~~ one of the defined community communities associated with one of the collaborative

conversation channels, a channel type for one of the collaborative conversation channels, and a community role for members of ~~[[a]] one of the defined community communities~~ associated with one of the collaborative conversation channels.

13. (Currently Amended) The method of claim 1 further comprising providing access to a community place for each one of the defined community communities having collaborative components that are based on a community type for each one of the defined community communities, wherein access to one of the collaborative conversation channels is provided through the community place.

14. (Currently Amended) A system for supporting collaboration in an enterprise, the system comprising:

- a portal accessible from a plurality of client devices;
- a plurality of enterprise base systems; and
- a collaborative conversation channel application for providing members of a community with access through the portal to message templates for a collaborative conversation channel associated with the community, wherein the community relates to a particular topic, the message templates allow users to select message types associated with the particular topic and the collaborative conversation channel allows the users to send messages having the selected message type from each of the plurality of client devices to the members of the community using the enterprise base systems.

15. (Original) The system of claim 14 wherein the enterprise base systems comprise applications for facilitating communications.

16. (Original) The system of claim 15 wherein the enterprise base systems include a message server for sending messages to the community through the collaborative conversation channel.

17. (Original) The system of claim 14 wherein the collaborative conversation channel application allows users to list a plurality of available collaborative conversation channels.

18. (Original) The system of claim 14 wherein the collaborative conversation channel application allows users to search for a collaborative conversation channel.

19. (Original) The system of claim 14 wherein the collaborative conversation channel application provides a user interface for display on the client devices.

20. (Original) The system of claim 14 wherein the collaborative conversation channel filters the sending of messages to members of the community based on message types.

21. (Original) The system of claim 14 wherein messages sent through the collaborative conversation channel are received by members of the community in a message center of the portal.

22. (Currently Amended) The system of claim 21 wherein messages received in the message center have an associated icon to indicate [[a]] the message type.

23. (Original) The system of claim 21 wherein each message received in the message center includes an identification of the community to which the message relates.

24. (Original) The system of claim 14 wherein the collaborative conversation channel filters the sending of messages to each member of the community based on at least one of a community type, a channel type, and a community role for the member.

25. (Currently Amended) An article comprising a machine-readable medium storing instructions operable to cause one or more machines to perform operations comprising:

providing access to collaborative conversation channels through a user interface, with each one of the collaborative conversation channels associated with a specific community and having an associated set of message types that is based on a topic of the specific community;

receiving, through the user interface, a request to access a template for a selected message type within one of the collaborative conversation channels; and
presenting the template for the selected message type through the user interface.

26. (Original) The article of claim 25 wherein the machine-readable medium stores instructions operable to cause one or more machines to perform further operations comprising:

receiving user input for the template through the user interface to create a message of the selected message type; and

providing the message to a particular community through the associated collaborative conversation channel.

27. (Original) The article of claim 26 wherein the machine-readable medium stores instructions operable to cause one or more machines to perform further operations comprising filtering messages received by members of the particular community according to the message type.

28. (Original) The article of claim 27 wherein filtering of messages is further based on a community type of the particular community and on a community role of each member.

29. (Currently Amended) A method for facilitating communications among persons in an enterprise, the method comprising:

defining communities within [[an]] the enterprise;

associating collaborative conversation channels with the communities, with each one of the collaborative conversation channels associated with a specific community;

assigning a set of message types to each one of the collaborative conversation channels;

receiving a user selection of a specific message type, which is based on a topic of the specific one of the defined communities, for a selected collaborative conversation channel and user input comprising content of a message of the selected message type; and

sending the message to members of the specific community associated with the selected collaborative conversation channel.

30. (Currently Amended) The method of claim 29 further comprising filtering the message for each of the members based on the message type.

31. (Currently Amended) The method of claim 30 wherein filtering the message is further based on a user profile associated with each of the members.

32. (Currently Amended) The method of claim 30 wherein filtering the message is further based on a role of each of the members within each one of the defined community-communities.

33. (Currently Amended) The method of claim 30 further comprising automatically associating filtering parameters with each of the members based on a community type for each one of the defined ~~community~~ communities, a channel type for each one of the collaborative conversation channels, and a role of each of the members within each one of the defined ~~community~~ communities.

34. (Currently Amended) The method of claim 33 wherein each one of the collaborative conversation channels comprises one of an operational channel and a strategic channel.

35. (Currently Amended) The method of claim 29 further comprising providing [[a]] the members of the specific community with [[a]] the set of message types, wherein the message types in the set are based on a community type for each one of the defined ~~community~~ communities, a channel type for each one of the collaborative conversation channels, and a role of the member within each one of the defined ~~community~~ communities.